

e-Learning Technical Reference Guide

General Information

- e-Learning Website: www.medairelearning.com.
- Use your e-Learning Registration Letter provided by MedAire or your training manager.
- Supported browsers: Windows – MS Internet Explorer 6+, Firefox 3+; Macintosh – Firefox 3+.
- Please be sure the computer has a sound card and external speakers. Program audio does not typically play at full volume with internal computer/laptop speakers only.
- Wired high-speed internet connection is highly recommended.
- **Medical Programs only: Java Runtime Environment is required for operation of this e-Learning program. To download the correct version of Java, please visit the link at www.medairelearning.com.**
- **All Programs (including ACAA): Adobe Flash Player is required for the operation of this e-Learning program. To download the latest version of Adobe Flash Player on your computer, please visit the link at www.medairelearning.com.**
- Some features of the e-Learning program require Adobe Reader. To download the latest version of Adobe Reader, please visit the link at www.medairelearning.com.
- Session cookies and JavaScript must be enabled.
- Popup blockers must be deactivated.
- To print e-Learning completion certificate upon completion of all modules:
 - From student e-Learning home page, ›My Reports (top menu bar of e-Learning page) ›View/Print Certificate ›Select Report ›Display Report ›Print Report

Can't Log in

- Login ID and Password are case sensitive – lowercase, no spaces.
- If you are not able to login using the Login ID and Password provided to you, please contact your training manager, call the technical support number provided in your registration letter, or email elarninghelp@medaire.com.

Program Will Not Run

- Supported browsers: Windows – MS Internet Explorer 6+, Firefox 3+; Macintosh – Firefox 3+.
- Download most updated versions of Internet Browser, Flash Player, and Java from link at www.medairelearning.com.
- Turn off Pop-up Blocker
 - ›Tools ›Pop-up Blocker
- Allow Medairelearning.com as an approved site
 - ›Tools ›Internet Options ›Privacy ›Sites ›(enter website) ›Allow
- Reduce internet security
 - ›Tools ›Internet Options ›Security – Custom Level ›Medium-low (can reset back after completion)
- Ensure you are attached to phone line/DSL or cable, and that it is operable.
- Run virus scan.

No Courses Assigned

- Call the technical support number provided in your registration letter, or email elarninghelp@medaire.com.

No Credit for Completed Courses

- Choose "Enter Lesson" when entering module (not "Browse Lesson").
- Call the technical support number provided in your registration letter, or email elarninghelp@medaire.com.

Slow/Kicked Me Out

- Ensure all other programs are closed.
- Clear Cache
 - ›Tools ›Internet Options ›General ›Delete ›Temporary Internet Files, Delete cookies, Delete History.
- Check internet speed - anything below 56K will run slowly.
- Supported browsers: Windows – MS Internet Explorer 6+, Firefox 3+; Macintosh – Firefox 3+.

Computer Frozen

- Ensure you are attached to phone line/DSL or cable, and that it is operable.
- Clear Cache
 - ›Tools ›Internet Options ›General ›Delete Temporary Internet Files, Delete Cookies, Delete History.
- Log off and log on to e-Learning site.
- Reboot – shut down computer and restart.

No Sound or Low Sound

- Do you have external speakers and are they plugged in?
- Are they attached to a power source and turned on?
- Is the mute on and/or is the volume up?
 - ›Taskbar ›Speaker icon and increase the volume and/or disable mute.